

## **Los Angeles Unified Homelessness Response Center Metrics**

### **General**

- UHRC and department data will be collected, analyzed, and reported internally on a quarterly basis
- Data will include whether the response was initiated by a complaint (e.g., 311, call to elected office) or proactively by outreach or other personnel
- UHRC will expand and enhance its tracking system to include: requests for assistance; requesting departments or agencies; strategies employed; response time; and close out.

### **Unified Homelessness Response Center**

- Number of requests specific to UHRC
- Response time
- Number of responses with all components present (LAPD, LASAN, & LAHSA)
- Voluntary compliance
- RVs
- Repeat locations and cleanups
- Requests and responses specific to A Bridge Home Focus Areas
- Better communication

### **Los Angeles Police Department**

- Part I crime
- Significant incidents
- Uses of force
- Citations, Releases from Custody (RFCs) for quality of life crimes
- Homeless victims and suspects

### **Bureau of Sanitation**

- Will report back on reclassifying and rerouting Code 55 SRs (homeless encampment cleanups) to Code 58 SRs (spot cleaning or rapid response) through the UHRC
- Tents impounded (posted cleanup vs. not posted cleanup)
- Hazardous waste – tonnage
- Human waste – pounds
- Solid waste (trash)
- 3-1-1 service requests (SRs)
- Sharps and drug paraphernalia
- Property stored
- Voluntary property stored (e.g., Bin @ El Pueblo)

### **Los Angeles Homeless Services Authority\***

- LAHSA will report data specifically from their A Bridge Home outreach teams
- LAHSA reporting will align with the City's updated Comprehensive Homeless Strategy
- Contacts, engagements, referrals, crisis housing or shelter placements, linkages to permanent housing resources, permanent housing placements

**- DRAFT -**  
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\* LAHSA prepares quarterly reports for LA County and LA City (HCID); LAHSA will provide these reports to the UHRC

**Department of Transportation**

- Number of RV calls
- Sign postings
- Street closures / traffic control

**Los Angeles Fire Department**

- Number of arson fires (i.e., dollar loss, open cases, arrests)
- Number of homeless contacts
- Number of homeless transports
- Number of homeless deaths

**METRO**

- Contacts with unduplicated individuals
- Unduplicated individuals engaged
- Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)
- Unduplicated individuals engaged who are successfully linked to an interim housing resource
- Unduplicated individuals engaged who are linked to a permanent housing resource
- Unduplicated individuals engaged who are permanently housed
- Referrals
  - Motel Housing
  - VA Housing
  - 5150 Holds (72-hour involuntary psych evaluation hold)
  - Return to Family
  - Mental Illness
  - Transitional Long Term Housing
  - Substance Abuse
  - Detox
  - Veterans
  - Rehab
  - Shelter

**Department of Recreation and Parks**

- Tents impounded (posted cleanup vs. not posted cleanup)
- Hazardous waste - tonnage
- Human waste - pounds
- Solid waste (trash)
- 3-1-1 service requests (SRs)
- Sharps and drug paraphernalia

**Bureau of Street Services**

- Curb miles swept
- Debris collected

- Typhus-related metrics (e.g., rodent burrows treated, tree wells treated)